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REMARKS

Upon entry of the instant Amendment, Claims 1-17 are pending. Claims 1, 4, 7, 11, and 15 have been amended to more particularly point out Applicants' invention.

Claims 1-17 were rejected under 35 U.S.C. 103 as being unpatentable over Shah et al., U.S. Patent No. 6,041,325 ("Shah") in view of Hedin et al., U.S. Patent No. 5,386,556 ("Hedin"). Applicants respectfully submit that the claimed invention is not taught, suggested, or implied by Hedin or Shah, either singly or in combination.

As discussed in the Specification, the present invention relates to a system and method for accessing information on call-by-call activity of a call center. More particularly, a telecommunications call center system according to an embodiment of the present invention includes a controller, graphical user interface, a database, and a query engine. The controller stores call information in the database, such as call length, duration, party, time, and the like. The graphical user interface subsequently allows a user to enter query fields for a query of the database. In certain embodiments, the user can select from one or more tables of alias fields. The query engine reads the alias field entries, generates a Structured Query Language (SQL) query, and returns results via the graphical user interface.

Claims 1, 7, and 11 have been amended to recite "a graphical user interface coupled to provide one or more tables of user selectable query parameters for accessing call information from said call information database in a text form, said query parameters defining aliases of search criteria;" claim 4 has been amended to recite "inputting call center database text query information for accessing call information from a call information database into a graphical user interface, said query parameters defining aliases of search criteria, said inputting including selecting from one or more tables of query parameters" and claim 15 has been amended to recite "providing a graphical user interface coupled to provide one or more tables of user selectable query parameters for accessing call information from said call information database in a text form, said query parameters defining aliases of search criteria."

In contrast, Shah merely relates to a system for customizing services being provided by a telephone services provider, including controlling access to a telephone

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database. Shah is relied on for allegedly teaching using text entries in a telephone
database. Hedin provides for a system and method for generating a "natural language
analyzing" database access system and is relied on for allegedly teaching converting a
query parameter into a database readable format.

    However, neither reference relates to a system having, as recited for example in
claims 1, 7, and 11, a graphical user interface coupled to provide one or more tables of
user selectable query parameters for accessing call information from said call
information database in a text form, said query parameters defining aliases of search
criteria.

    More particularly, in Shah, a user can define services supported and specify
access to particular information in a database. However, the graphical user interface of
FIG. 8 relates to defining the network conduct, not to a system and method for
database access, as generally recited in the claims at issue. Indeed, Shah does not
appear to recognize the difficulties in network database access solved by the teachings
of the present invention.

    Similarly, in Hedin, a system manager associates database access terms with
"natural language" text that can be input by a user. These are not however, tables of
user selectable query parameters. As can be appreciated, a system of tables in
accordance with embodiments of the present invention can allow for fewer errors in
database access than the use of "natural language" of Hedin.

    As such, the Examiner is respectfully requested to reconsider and withdraw the
rejection of the claims.

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    For all of the above reasons, Applicants respectfully submit that the application is
in condition for allowance, which allowance is earnestly solicited.

                                        Respectfully requested,

                                        SIEMENS CORPORATION

                                        By: _David D. Chung (signature)_

                                        David D. Chung
                                        Registration No.: 38,409
                                        Attorney for Applicant(s)
                                        Tel.: 650-694-5339
                                        Fax: 650-968-4517

Date: _1 Aug 05_

SIEMENS CORPORATION
Intellectual Property Department
170 Wood Avenue South
Iselin, New Jersey 08830
ATTENTION: Elsa Keller, Legal Department
Telephone: (732) 321-3026

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